



How to reach an interpreter

Over the Phone Interpretation Services:

1. Please call the toll free number you have been given **(855.254.6098)** to access Global Interpreting
2. You will be greeted by a Global Interpreting Customer Service Representative (CSR) within 5 seconds
3. The CSR will ask you for the institution and the caller's full name
4. The CSR will ask for the caller's classification/title (such as Commissioner, Deputy Commissioner, BPH Hq., Attorney, Psychologist, Correctional Counselor), Inmate's full name and CDCR # and the reason for the interpreter request (such as Parole Proceeding, Consultation, Mentally Disordered Offender (MDO) Hearing, Attorney Consultation, or Psychologist/Risk Assessment), which are all required in order to get an interpreter on the line
5. The CSR will ask you to hold for between 15 to 60 seconds while they connect to an interpreter that will meet your language requirements
6. The CSR will connect with the interpreter and conference them into the line with you
7. You will be introduced to the interpreter and be provided with their name and ID number
8. The CSR will stay on the call long enough to ensure the quality of interpretation (right language, all parties communicating, no technical issues, no other assistance required, etc.) after which point the CSR will disconnect from the call leaving you with the interpreter
9. The interpreter will remain on the call until you decide they are no longer needed at which point the interpreter will disconnect from the call

Global Interpreting provides quick and easy access to 190+ languages 24 hours a day, 7 days a week, 365 days a year.

We're here to help!